



LAKE HAVASU CITY ANNOUNCES AN EMPLOYMENT OPPORTUNITY

PUBLIC SAFETY DISPATCH SUPERVISOR
POLICE DEPARTMENT
Salary Range \$21.11-\$29.55/hourly, DOQ
OPEN COMPETITIVE
FLSA Non-Exempt Position

EXPERIENCE AND TRAINING: High school diploma or general equivalency diploma (GED) and five (5) years of experience in receiving and dispatching emergency and non-emergency calls for assistance, including one (1) year of supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed below.

JOB RELATED & ESSENTIAL QUALIFICATIONS: **KNOWLEDGE OF:** supervisory principles including training, scheduling, assigning, and evaluating work; functions and resources of a police department, fire department, rescue squad, ambulance service, public works, utilities and other public safety departments or organizations; Emergency Medical Dispatch System. **SKILL IN:** monitoring and evaluating staff; evaluating emergency situations and making decisions under pressure; operating various communication equipment such as radios, telephones and related software applications; communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, sufficient to exchange or convey information and to receive work direction. **PHYSICAL ABILITY:** sufficient to sit, be mobile, finger, talk, hear, see, and perform repetitive motion; exert up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; sedentary work involves sitting most of the time. **VISUAL ABILITY:** sufficient to operate vehicles; operate equipment, computers and related software, calculator, copy and fax machines, telephone, to read and write reports, correspondence, instructions, etc. **HEARING ABILITY:** sufficient to hold conversation with others in person, and by telephone. **SPEAKING ABILITY:** sufficient to communicate effectively with others in person, and by telephone. Freedom from mental disorders that would interfere with performance of duties as described.

NOTE: IT IS THE RESPONSIBILITY OF AN APPLICANT WITH A DISABILITY REQUIRING ACCOMMODATION IN THE SELECTION PROCESS TO CONTACT HUMAN RESOURCES/RISK MANAGEMENT TO REQUEST SUCH AN ACCOMMODATION PRIOR TO THE CLOSING DATE OF THIS RECRUITMENT

JOB RELATED AND ESSENTIAL DUTIES: Responsible for performing all duties of a dispatcher in addition to supervising and training dispatchers; answering 911 calls; receiving, prioritizing, evaluating, and dispatching emergency and non-emergency calls for service; resolves minor problems and complaints in communication center; performing criminal history, plate and drivers license checks; teletyping documents to other agencies; communicating with emergency personnel via radios or phones to dispatch information; monitoring security panels and cameras, in jail and holding cells; operating jail and door control panel; and, receiving, evaluating, and distributing teletype messages; maintain regular attendance. Other duties of similar nature or level.

SPECIAL REQUIREMENTS: Possession of or ability to obtain a valid Arizona driver's license of appropriate class. Ability to obtain Arizona Criminal Justice System (ASJIS) Level A Certification within six (6) months of appointment, Association of Public Safety Communication Official (APCO) Telecommunicator I certification within one (1) year of appointment, Association of Public Safety Communication Official (APCO) Training Officer Certification within one (1) year of employment. Emergency Medical Dispatching (EMD) Certification and Telephone Communication Device for the Deaf (TDD) Certification based on availability of training. CAD experience required. Ability to pass background investigation and polygraph examination.

EXAMINATION: The City reserves the right to consider only the most highly qualified applicants for the succeeding examination processes: Training and Experience Evaluation, Written/Skills Examination, Oral Board Interview, Personnel Evaluation Profile (PEP), Background and Polygraph Exam. Appointment subject to successful background investigation and City-paid post-employment medical/drug examination after offer of employment has been made.

APPLY TO: Obtain and submit a completed City application along with copies of certifications to:
Lake Havasu City Human Resources/Risk Management Division
2330 McCulloch Blvd. N
Lake Havasu City, AZ 86403
Phone: 928/453-4143; TDD: 928/855-3945; www.lhcaz.gov

Filing Deadline: Friday, October 15, 2010; 5:00 PM
Recruitment #OC11-06

Posted: 09/20/10

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT (ADA); WITH PRIOR NOTICE TO THE HUMAN RESOURCES DIVISION REGARDING TESTING OR JOB PERFORMANCE MODIFICATIONS. THE CITY WILL MAKE EVERY ATTEMPT TO OFFER REASONABLE ACCOMMODATIONS FOR QUALIFIED APPLICANTS AND EMPLOYEES WITH DISABILITIES.

The City of Lake Havasu is an Equal Opportunity Employer

Lake Havasu City Employment Website: www.lhcaz.gov

LAKE HAVASU CITY INFORMATION

EQUAL EMPLOYMENT OPPORTUNITY:

All applicants will be considered for employment without regard to race, color, religion, sex, national origin, age, disability or any other non-merit factor. Employment shall be based upon merit and ability and free of unlawful and political considerations.

HOW TO APPLY:

Follow instructions on job bulletin and application. Applications must be submitted or postmarked before the closing date specified on the job bulletin.

MEDICAL EXAMINATIONS:

The City Physician, through medical examinations, may determine the physical fitness of individuals selected for employment.

VACANCIES:

Classified positions may be filled from an established eligibility list. Unclassified positions do not require posting.

PROBATION:

Each employee selected for a classified full-time authorized position must satisfactorily serve an established probationary period.

PERFORMANCE INCREASES:

Classified full-time employees are eligible for consideration for increase based on individual performance.

RESIDENCY REQUIREMENT:

All employees of Lake Havasu City must establish and maintain residence within a reasonable radius of the workplace.

EMPLOYMENT ELIGIBILITY

VERIFICATION:

Lake Havasu City will require documentation of the legal right to work in the United States as required by the Immigration Reform and Control Act upon hire. Lake Havasu City is a participant of the Employment Eligibility Verification (EEV) program.

STARTING SALARY:

New employees will normally be hired at the first step of their salary range.

THE CITY BENEFIT PROGRAM INCLUDES:

- Annual Paid Time Off (PTO)
- 10 Paid Holidays Annually
- Employee health and dental insurance
- Life insurance
- Accidental death and dismemberment insurance
- Optional Vision insurance
- Optional Supplemental Group Universal Life Insurance
- Optional Cancer and Hospital Intensive Care Insurance
- Wellness Program
- Retirement Benefits
- Optional Deferred Compensation Program
- Social Security benefits
- Service Awards

MISSION STATEMENT LAKE HAVASU CITY, ARIZONA

Our mission is to serve the citizens of Lake Havasu City, to improve the quality of life for all, and to promote community spirit and pride.

We believe in:

LOYALTY

To our community, to the organization, and to each other

COURTESY

In providing high quality services for all

INNOVATION

In planning for a progressive community

RESPONSIBILITY

To provide a safe and pleasant environment

LEADERSHIP

Which is responsive to staff and community needs

SUPPORT

An environment that encourages economic opportunities

EFFICIENT

In maintaining and improving city services

STEWARDSHIP

In managing our natural resources

INTEGRITY

In preserving financial stability

ACCOUNTABILITY

By promoting individual responsibility and citizen involvement

To be a member of our team, you will need to support these core values by demonstrating them in your daily interactions with citizens and your teammates.

Information contained herein is subject to change and does not constitute an expressed or implied contract. Any provision contained in the bulletin may be modified or revoked without notice.



LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: PUBLIC SAFETY DISPATCH SUPERVISOR

DEPARTMENT: Police	BAND: NE	FLSA STATUS: Non-exempt
ACCOUNTABLE TO: Lieutenant	GRADE: 621	REVISED: September-10

CLASS SUMMARY:

Incumbents are responsible for performing all the duties of a dispatcher in addition to supervising and training dispatchers. Duties include: answering 911 calls; receiving, prioritizing, evaluating and dispatching emergency and non-emergency calls for service; performing criminal history, plate and driver license checks; teletyping documents to other agencies; communicating with emergency personnel via radios or phones to dispatch information; monitoring security panels and cameras, the jail and holding cells; operating the jail and door control panel; and, receiving, evaluating and distributing teletype messages.

DISTINGUISHING CHARACTERISTICS:

This is the third level of a three level public safety dispatcher series. The Public Safety Dispatch Supervisor is distinguished from the Public Safety Dispatcher and Lead in that the Supervisor has full supervisory responsibility of other Dispatchers.

ESSENTIAL DUTIES:

(These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)

- Supervises personnel which includes training employees on proper methods and procedures, scheduling and assigning work and evaluating performance.
- Oversees and participates in receiving, prioritizing, and evaluating calls for service (emergency and non-emergency); dispatches appropriate personnel and assigns report numbers.
- Resolves minor problems and complaints in the communications center.
- Accesses the state computer for performing criminal history, plate and driver license checks.
- Communicates with emergency personnel via radios or phones; dispatches information.
- Receives and distributes teletype messages and forwards documents to other agencies.
- Monitors the office and the jail by monitoring security panels and cameras, the jail and holding cells; operates the jail and door control panel.
- Enters data into computer system, including missing person and stolen property information.
- Maintain regular attendance.
- Performs other duties of a similar nature or level.

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Supervisory principles including training, scheduling, assigning and evaluating work;
- Functions and resources of a police department, fire department, rescue squad, ambulance service, public works, utilities and other public safety departments and organizations;
- Emergency Medical Dispatch System.

SKILLS (position requirements at entry):

Skill in:

- Monitoring and evaluating staff;
- Evaluating emergency situations and making decisions under pressure;
- Operating various communication and computer equipment such as radios, telephones and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and five (5) years of experience in receiving and dispatching emergency and non-emergency calls for assistance, including one year of supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (position requirements at entry):

- Valid Arizona Driver's License of appropriate class;
- Arizona Criminal Justice Information System (ACJIS) Terminal Operator Certification Level A within six (6) months of appointment;
- Association of Public Safety Communication Official (APCO) Telecommunicator I Certification within one (1) year of appointment;
- Association of Public Safety Communication Official (APCO) Communications Training Officer Certification within one (1) year of appointment.
- Emergency Medical Dispatching (EMD) Certification, based on training availability;
- Telephone Communication Device for the Deaf (TDD) Certification, based on training availability;

PHYSICAL REQUIREMENTS (position requirements at entry):

Positions in this class typically require: sitting, mobility, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to ten (10) pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

CLASSIFICATION HISTORY:

Prepared by Fox Lawson and Associates LLC (hkn)

Date: 05/98

Rev: 07/07 (jls); 6/10 (smi); 9/10 (smi)